New Hampshire Community Mental Health Agreement Quarterly Data Report

April - June 2019

New Hampshire Department of Health and Human Services
Office of Quality Assurance and Improvement

September 16, 2019

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services
Publication Date: September 6, 2019
Reporting Period: 4/1/2019 – 6/30/2019

Notes for Quarter

Tables 8, 8a, and 10: Subsidy descriptors changed to improve understanding. Historically, Housing Bridge Subsidy Program data provided in this report focused on transitions from the program that were supported through a Section 8 Voucher provided under a Memorandum of Understanding between the NH Housing Finance Authority and the Bureau of Mental Health Services. Additional subsidy opportunities have been accessed in recent years, and through improved collaboration with multiple partnering agencies, supported housing applicants and Housing Bridge Subsidy Program participants have more opportunities to secure permanent housing. As this report expands to better reflect these opportunities, descriptors will be changed and reporting elements added accordingly.

1a. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Clients

Community Mental Health Center	April 2019	May 2019	June 2019	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	120	117	115	127	126
02 West Central Behavioral Health	43	44	46	52	48
03 Lakes Region Mental Health Center	56	57	57	61	54
04 Riverbend Community Mental Health Center	100	101	102	110	106
05 Monadnock Family Services	56	56	57	58	61
06 Greater Nashua Mental Health	75	80	83	88	79
07 Mental Health Center of Greater Manchester	303	290	287	312	335
08 Seacoast Mental Health Center	70	67	66	73	73
09 Community Partners	68	71	67	75	72
10 Center for Life Management	53	52	47	54	56
Total Unique Clients	**944**	**934**	**925**	**1,007**	**1,007**
Unique Clients Receiving ACT Services 7/1/2018 to 6/30/2019:	**1,297**				

Revisions to Prior Period: None.
Data Source: NH Phoenix 2
Notes: Data extracted 8/1/2019; clients are counted only one time regardless of how many services they receive.

1b. Community Mental Health Center Services: Assertive Community Treatment Screening and Resultant New ACT Clients

Community Mental Health Center	January - March 2019 Retrospective Analysis			October - December 2018 Retrospective Analysis		
	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening
01 Northern Human Services	1,249	44	8	1,192	24	6
02 West Central Behavioral Health	287	4	2	263	1	0
03 Lakes Region Mental Health Center	853	9	1	974	19	2
04 Riverbend Community Mental Health Center	1,373	0	0	1,481	8	1
05 Monadnock Family Services	678	9	0	203	4	1
06 Greater Nashua Mental Health	722	3	0	925	8	0
07 Mental Health Center of Greater Manchester	2,614	21	0	2,576	7	0
08 Seacoast Mental Health Center	1,530	6	0	1,412	13	1
09 Community Partners	466	1	1	508	2	2
10 Center for Life Management	780	0	0	494	10	0
Total ACT Screening	**10,552**	**97**	**12**	**10,028**	**96**	**13**

Revisions to Prior Period: None
Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients; three CMHCs submit this data through Phoenix. Seven CMHCs self-report; all such screenings are contained in this table.
Notes: Data extracted 7/31/2019. "Unique Clients Screened" is defined as individuals that had a documented ACT screening during the identified reporting period, including individuals already on ACT who were re-screened for ACT. "Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT" is defined as screened individuals not already on ACT that resulted in referral for an ACT assessment. "New Clients Receiving ACT Services within 90 days of ACT Screening" is defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services.

1c. Community Mental Health Center Services: New Assertive Community Treatment Clients

Community Mental Health Center	April 2019 New ACT Clients	May 2019 New ACT Clients	June 2019 New ACT Clients	Total New ACT Clients	January 2019 New ACT Clients	February 2019 New ACT Clients	March 2019 New ACT Clients	Total New ACT Clients
	April - June 2019				**January – March 2019**			
01 Northern Human Services	5	2	4	**11**	2	5	2	**9**
02 West Central Behavioral Health	5	5	4	**14**	2	2	4	**8**
03 Lakes Region Mental Health Center	4	3	2	**9**	1	2	2	**5**
04 Riverbend Community Mental Health Center	5	4	6	**15**	9	6	5	**20**
05 Monadnock Family Services	0	0	1	**1**	1	0	2	**3**
06 Greater Nashua Mental Health	2	7	5	**14**	2	4	1	**7**
07 Mental Health Center of Greater Manchester	6	6	2	**14**	12	10	4	**26**
08 Seacoast Mental Health Center	0	1	2	**3**	2	0	0	**2**
09 Community Partners	3	3	3	**9**	2	0	5	**7**
10 Center for Life Management	1	0	0	**1**	0	1	4	**5**
Total New ACT Clients	**31**	**31**	**29**	**91**	**33**	**30**	**29**	**92**

Revisions to Prior Period: None
Data Source: NH Phoenix 2
Notes: Data extracted 8/1/2019; New ACT Clients are defined as individuals who were not already on ACT within 90-days prior and then began receiving ACT services. This information is not limited to the individuals that received an ACT screening within the previous 90-day period and may include individuals transitioning from a higher or lower level of care into ACT.

1d. Community Mental Health Center Services: Assertive Community Treatment Waiting List

As of 6/30/2019						
	Time on List					
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180 days**
1	1	0	0	0	0	0
As of 3/31/2019						
Total	**0-30 days**	**31-60 days**	**61-90 days**	**91-120 days**	**121-150 days**	**151-180 days**
2	1	1	0	0	0	0

Revisions to Prior Period: None
Data Source: BMHS Report
Notes: Data compiled 7/29/2019

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Community Mental Health Center	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
	June 2019						March 2019	
01 Northern Human Services	1.63	1.90	12.30	0.68	16.51	1.15	16.80	1.15
02 West Central Behavioral Health	0.60	1.75	4.20	1.10	7.65	0.43	6.80	0.38
03 Lakes Region Mental Health Center	1.00	2.00	4.00	1.00	8.00	0.75	8.30	0.75
04 Riverbend Community Mental Health Center	0.50	3.00	7.00	0.00	10.50	0.50	11.50	0.50
05 Monadnock Family Services	1.25	3.25	3.50	1.00	9.00	0.65	9.50	0.65
06 Greater Nashua Mental Health 1	0.50	2.00	4.00	0.50	7.00	0.25	6.50	0.25
06 Greater Nashua Mental Health 2	0.50	0.00	3.00	0.50	4.00	0.25	4.50	0.25
07 Mental Health Center of Greater Manchester-CTT	1.50	10.00	3.25	1.00	15.75	0.72	14.25	0.72
07 Mental Health Center of Greater Manchester-MCST	1.50	8.00	6.75	1.00	17.25	0.720	15.75	0.72
08 Seacoast Mental Health Center	1.00	2.10	5.00	1.00	9.10	0.60	9.10	0.60
09 Community Partners	0.50	3.00	6.78	0.50	10.78	0.63	8.75	0.63
10 Center for Life Management	1.00	1.00	4.30	0.71	7.01	0.40	7.86	0.40
Total	**11.48**	**38.00**	**64.08**	**8.99**	**122.55**	**7.04**	**119.61**	**7.00**

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	June 2019	March 2019	June 2019	March 2019	June 2019	March 2019
01 Northern Human Services	3.75	4.75	11.95	12.55	2.35	2.35
02 West Central Behavioral Health	0.40	0.35	5.00	4.00	0.20	0.20
03 Lakes Region Mental Health Center	2.75	2.75	4.00	3.75	3.00	3.00
04 Riverbend Community Mental Health Center	1.50	1.50	9.50	9.50	0.50	0.50
05 Monadnock Family Services	2.40	2.40	3.00	4.00	1.00	0.50
06 Greater Nashua Mental Health 1	3.25	1.25	6.00	5.50	1.00	1.50
06 Greater Nashua Mental Health 2	3.00	2.00	3.00	3.50	0.00	0.50
07 Mental Health Center of Greater Manchester-CCT	11.72	11.72	11.75	11.75	1.00	1.00
07 Mental Health Center of Greater Manchester-MCST	4.72	4.72	12.75	12.75	1.50	1.50
08 Seacoast Mental Health Center	2.00	2.00	5.00	5.00	1.00	1.00
09 Community Partners	2.00	1.00	3.00	2.00	1.25	1.25
10 Center for Life Management	2.00	3.00	5.71	6.31	0.30	0.30
Total	**39.49**	**37.44**	**80.66**	**80.61**	**13.10**	**13.60**

Revisions to Prior Period: None
Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report
Notes: Data compiled 8/1/2019; for 2b: the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, rather the quantity of staff available to provide each service. If staff are trained to provide multiple service types, their entire FTE value will be credited to each service type.

3a. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12 Month Period

Community Mental Health Center	12 Month Period Ending June 2019			Penetration Rate for Period Ending March 2019
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	193	1,292	14.9%	NA*
02 West Central Behavioral Health	144	639	22.5%	27.2%
03 Lakes Region Mental Health Center	247	1,307	18.9%	17.9%
04 Riverbend Community Mental Health Center	340	1,785	19.0%	18.6%
05 Monadnock Family Services	69	1,014	6.8%	8.0%
06 Greater Nashua Mental Health	249	1,908	13.1%	13.5%
07 Mental Health Center of Greater Manchester	1,314	3,369	39.0%	42.4%
08 Seacoast Mental Health Center	614	1,824	33.7%	32.1%
09 Community Partners	64	741	8.6%	14.0%
10 Center for Life Management	216	1,038	20.8%	21.0%
Total Unique Clients	**3,445**	**14,681**	**23.5%**	**NA***

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 8/1/2019; clients are counted only one time regardless of how many services they receive.

*Northern Human Services made an adjustment to its data reporting system that inadvertently resulted in an understatement of its Supported Employment penetration rate later extracted from Phoenix. It has since made an additional adjustment to correct this issue.

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3b. Community Mental Health Center Clients: Adult Employment Status – Total

Reported Employment Status Begin Date: 04/01/2019 End Date: 06/30/2019 Employment Status Update Overdue Threshold: 105 days	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January-March 2019
Updated Employment Status:												
Full time employed now or in past 90 days	69	32	31	98	23	107	244	184	41	63	892	890
Part time employed now or in past 90 days	169	50	129	308	102	234	391	232	67	147	1,829	1,808
Unemployed	196	113	43	89	97	755	923	87	145	494	2,942	2,889
Not in the Workforce	495	150	568	934	360	240	540	744	277	105	4,413	4,470
Status is not known	10	54	126	46	11	86	13	2	12	44	404	520
Total of Eligible Adult CMHC Clients	**939**	**399**	**897**	**1,475**	**593**	**1,422**	**2,111**	**1,249**	**542**	**853**	**10,480**	**10,577**
Previous Quarter: Total of Eligible Adult CMHC Clients	924	392	927	1,446	749	1,409	2,059	1,297	546	825		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	7.3%	8.0%	3.5%	6.6%	3.9%	7.5%	11.6%	14.7%	7.6%	7.4%	8.5%	8.4%
Part time employed now or in past 90 days	18.0%	12.5%	14.4%	20.9%	17.2%	16.4%	18.5%	18.6%	12.4%	17.2%	17.5%	17.1%
Unemployed	20.9%	28.3%	4.8%	6.0%	16.3%	53.1%	43.7%	7.0%	26.8%	57.9%	28.1%	27.3%
Not in the Workforce	52.7%	37.6%	63.3%	63.3%	60.7%	16.9%	25.6%	59.6%	51.1%	12.3%	42.1%	42.3%
Status is not known	1.1%	13.5%	14.0%	3.1%	1.9%	6.0%	0.6%	0.2%	2.2%	5.2%	3.9%	4.9%
Percentage by Timeliness of Employment Status Screening:												
Update is Current	51.4%	43.9%	78.5%	87.7%	32.7%	95.7%	93.8%	94.6%	77.1%	100%	82.5%	78.9%
Update is Overdue	48.6%	56.1%	21.5%	12.3%	67.3%	4.3%	6.2%	5.4%	22.9%	0.0%	17.5%	21.1%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	30.4%	37.8%	78.1%	89.2%	70.0%	96.0%	76.1%	92.8%	78.8%	99.9%		
Update is Overdue	69.6%	62.2%	21.9%	10.8%	30.0%	4.0%	23.9%	7.2%	21.2%	0.1%		

3c. Community Mental Health Center Clients: Adult Employment Status – Recent Users of Supportive Employment Services (At Least One Billable Service in Each of Month of the Quarter)

Supported Employment Cohort Reported Employment Status Begin Date: 04/01/2019 End Date: 06/30/2019	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January-March 2019
Updated Employment Status:												
Full time employed now or in past 90 days	0	0	1	1	0	6	10	0	1	2	21	15
Part time employed now or in past 90 days	12	2	15	25	10	16	40	12	7	24	163	173
Unemployed	7	8	3	14	4	16	32	3	8	11	106	122
Not in the Workforce	21	1	18	6	4	11	5	13	2	0	81	75
Status is not known	0	1	10	1	0	6	0	0	0	0	18	17
Total of Supported Employment Cohort	**40**	**12**	**47**	**47**	**18**	**55**	**87**	**28**	**18**	**37**	**389**	**402**
Previous Quarter: Total of Supported Employment Cohort	43	16	43	55	25	47	81	32	14	46		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	0.0%	0.0%	2.1%	2.1%	0.0%	10.9%	11.5%	0.0%	5.6%	5.4%	5.4%	3.7%
Part time employed now or in past 90 days	30.0%	16.7%	31.9%	53.2%	55.6%	29.1%	45.9%	42.9%	38.9%	64.9%	41.9%	43.0%
Unemployed	17.5%	66.7%	6.4%	29.8%	22.2%	29.1%	36.8%	10.7%	44.4%	29.7%	27.2%	30.3%
Not in the Workforce	52.5%	8.3%	38.3%	12.8%	22.2%	20.0%	5.7%	46.4%	11.1%	0.0%	20.8%	18.7%
Status is not known	0.0%	8.3%	21.3%	2.1%	0.0%	10.9%	0.0%	0.0%	0.0%	0.0%	4.6%	4.2%

Revisions to Prior Period: None
Data Source: Phoenix 2
Note 3b-c: Data extracted 8/1/2019. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to employment status most recently updated within the past 105 days. Update is Overdue refers to employment status most recently updated in excess of 105 days. Actual client employment status may have changed since last updated by CMHC in Phoenix. Employed refers to clients employed in a competitive job that has these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have this job regardless of disability status, job is not set aside for people with disabilities, and wages (including benefits) are not less than for the same work performed by people who do not have a mental illness. Full time employment is 20 hours and above; part time is anything 19 hours and below. Unemployed refers to clients not employed but are seeking or interested in employment. Not in the Workforce are clients who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, or are in a sheltered/non-competitive employment workshop, or are otherwise not in the labor force or not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of "unknown", or without a status reported, or with an erroneous status code in Phoenix.

4a. New Hampshire Hospital: Adult Census Summary

Measure	April - June 2019	January – March 2019
Admissions	227	189
Mean Daily Census	155	149
Discharges	230	182
Median Length of Stay in Days for Discharges	18.5	27
Deaths	0	0

Revisions to Prior Period: None
Data Source: Avatar
Notes 4a: Data extracted 7/29/2019; Mean Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Summary Discharge Location for Adults

Discharge Location	April - June 2019	January – March 2019
Home - Lives with Others	114	80
Home - Lives Alone	69	50
CMHC Group Home	5	4
Private Group Home	1	1
Nursing Home	2	1
Hotel-Motel	1	4
Homeless Shelter/ No Permanent Home	8	14
Discharge/Transfer to IP Rehab Facility	7	6
Secure Psychiatric Unit - SPU	0	1
Peer Support Housing	0	0
Jail or Correctional Facility	1	6
Glencliff Home for the Elderly	4	2
Other	7	4
Unknown	8	9

4c. New Hampshire Hospital: Summary Readmission Rates for Adults

Measure	April - June 2019	January – March 2019
30 Days	8.4% (19)	5.3% (10)
90 Days	15.0% (34)	14.8% (28)
180 Days	20.3% (46)	21.2% (40)

Revisions to Prior Period: None.
Data Source: Avatar
Notes 4b-c: Data compiled 8/3/2019; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times – once for each readmission; the number in parentheses is the number of readmissions.

5a. Designated Receiving Facilities: Admissions for Adults

Designated Receiving Facility	April - June 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	66	42	108
Cypress Center	39	148	187
Portsmouth	72	299	371
Elliot Geriatric Psychiatric Unit	7	82	89
Elliot Pathways	51	57	108
Total	**236**	**629**	**865**
Designated Receiving Facility	January - March 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	57	69	126
Cypress Center	33	149	182
Portsmouth	81	268	349
Elliot Geriatric Psychiatric Unit	7	49	56
Elliot Pathways	58	65	123
Total	**236**	**600**	**836**

5b. Designated Receiving Facilities: Mean Daily Census for Adults

Designated Receiving Facility	April - June 2019	January - March 2019
Franklin	8.4	8.5
Cypress Center	11.5	14.5
Portsmouth	29.7	30.4
Elliot Geriatric Psychiatric Unit	27.0	22.6
Elliot Pathways	12.1	14.9
Total	**88.7**	**90.9**

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	April - June 2019	January - March 2019
Franklin	108	124
Manchester (Cypress Center)	193	177
Portsmouth	368	348
Elliot Geriatric Psychiatric Unit	55	56
Elliot Pathways	111	106
Total	**835**	**811**

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

Designated Receiving Facility	April - June 2019	January - March 2019
Franklin	5	5
Manchester (Cypress Center)	3	5
Portsmouth	5	6
Elliot Geriatric Psychiatric Unit	18	18
Elliot Pathways	7	8.5
Total	**5**	**6**

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	Assisted Living / Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
April - June 2019							
Franklin	3	0	0	97	0	1	7
Manchester (Cypress Center)	5	0	6	173	0	0	9
Portsmouth Regional Hospital	0	0	1	236	0	6	125
Elliot Geriatric Psychiatric Unit	42	0	1	10	0	0	2
Elliot Pathways	2	0	0	93	0	5	11
Total	**52**	**0**	**8**	**609**	**0**	**12**	**154**
January - March 2019							
Franklin	1	0	1	116	0	0	6
Manchester (Cypress Center)	10	0	6	153	0	0	8
Portsmouth Regional Hospital	0	0	0	249	0	6	93
Elliot Geriatric Psychiatric Unit	28	3	2	20	0	0	3
Elliot Pathways	0	0	0	92	0	3	11
Total	**39**	**3**	**9**	**630**	**0**	**9**	**121**

Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	30 Days	90 Days	180 Days
April - June 2019			
Franklin	6.5% (7)	9.3% (10)	12.0% (13)
Manchester (Cypress Center)	9.9% (19)	15.1% (29)	20.8% (40)
Portsmouth	10.5% (39)	17.8% (66)	22.4% (83)
Elliot Geriatric Psychiatric Unit	10.1% (9)	12.4% (11)	14.6% (13)
Elliot Pathways	5.5% (6)	5.5% (6)	5.5% (6)
Total	**9.2% (80)**	**14.0% (122)**	**17.8% (155)**
January – March 2019			
Franklin	7.9% (10)	10.3% (13)	10.3% (13)
Manchester (Cypress Center)	5.5% (10)	14.8% (27)	17.6% (32)
Portsmouth	12.9% (45)	19.5% (68)	23.5% (82)
Elliot Geriatric Psychiatric Unit	5.4% (3)	5.4% (3)	5.4% (3)
Elliot Pathways	4.9% (6)	5.7% (7)	7.3% (9)
Total	**8.9% (74)**	**14.1% (118)**	**16.6% (139)**

Revisions to Prior Period: None.
Data Source: NH DRF Database
Notes: Data compiled 7/31/2019.

6. Glencliff Home: Census Summary

Measure	April - June 2019	January – March 2019
Admissions	4	13
Average Daily Census	118	112
Discharges	1 (nursing home)	0
Individual Lengths of Stay in Days for Discharges	553	NA
Deaths	2	5
Readmissions	0	0
Mean Overall Admission Waitlist	23	27

Revisions to Prior Period: None.
Data Source: Glencliff Home
Notes: Data Compiled 7/29/2019; Mean rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

7. NH Mental Health Client Peer Support Agencies: Census Summary

Peer Support Agency	April – June 2019		January – March 2019	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	**NA***	**NA***	**224**	**36**
Conway	40	12	33	9
Berlin	100	10	86	7
Littleton	62	11	56	10
Colebrook	NA	NA	49	10
Stepping Stone Total	**377**	**14**	**377**	**14**
Claremont	335	12	308	10
Lebanon	69	5	69	4
Cornerbridge Total	**445**	**15**	**180**	**14**
Laconia	272	7	69	6
Concord	142	8	84	8
Plymouth Outreach	31	NA	27	NA
MAPSA Keene Total	**159**	**19**	**144**	**14**
HEARTS Nashua Total	**506**	**35**	**411**	**34**
On the Road to Recovery Total	**122**	**10**	**122**	**10**
Manchester	73	6	64	5
Derry	63	4	58	5
Connections Portsmouth Total	**147**	**14**	**130**	**15**
TriCity Coop Rochester Total	**201**	**24**	**175**	**21**
Total	**NA***	**NA***	**1,763**	**158**

Revisions to Prior Period: None
Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports
Notes: Data Compiled 8/20/2019; Average Daily Visits are not applicable for Outreach Programs.
NA Alternative Life Center did not report data from Colebrook for the April-June 2019 time period.*

8. Housing Bridge Subsidy Program: Summary of Individuals Served to Date

	April - June 2019		
Subsidy	**Total individuals served at start of quarter**	**New individuals added during quarter**	**Total individuals served through end of quarter**
Housing Bridge Subsidy	812	1	813
Section 8 Voucher (NHHFA/BMHS) -Transitioned from Housing Bridge	133	7	140
	January - March 2019		
Subsidy	**Total individuals served at start of quarter**	**New individuals added during quarter**	**Total individuals served through end of quarter**
Housing Bridge Subsidy	812	0	812
Section 8 Voucher (NHHFA/BMHS) -Transitioned from Housing Bridge	129	4	133

Revisions to Prior Period: Section 8 Voucher reporting was incorrect last quarter due to vendor reporting. The Department has since verified information and found that 4 individuals previously reported as having received a Section 8 Voucher had actually received another voucher type (Mainstream).

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled 8/2/2019. Figures at start and end of each quarter are cumulative total of individuals served since CMHA quarterly reporting began in 2015.

8a. Housing Bridge Subsidy Program: Current Census of Units/Individuals with Active Funding Status

Measure	**As of 6/30/2019**	**As of 3/31/2019**
Rents Currently Being Paid	365	391
Individuals Enrolled and Seeking Unit for Bridge Lease	13	11
Total	**378**	**402**

Revisions to Prior Period: BMHS counts for prior period were incorrectly tallied.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled 5/22/2019; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing).

8b. Housing Bridge Subsidy Program: Clients Linked to Mental Health Care Provider Services

Measure	**As of 6/30/2019**	**As of 3/31/2019**
Housing Bridge Clients Linked	360/378 (95%)	337/400 (84%)

Data source: Bureau of Mental Health Services data, Phoenix 2, and Medicaid claims

Notes: Data compiled 8/16/2019; "Housing Bridge Clients Linked" refers to Housing Bridge clients who received a mental health service(s) within the previous 3 months, documented as a service or claim data found in Phoenix or the Medicaid Management Information System (MMIS).

8c. Housing Bridge Subsidy Program: Density of HBSP Funded Units at Same Property Address*

Number of HBSP Funded Unit(s)* at Same Address	Frequency as of 6/30/2019	Frequency as of 3/31/2019
1	300	315
2	16	18
3	4	3
4	2	2
5	1	2
6	0	0
7	0	0
8 or more	1	1

*All units are individual units; property address may include multiple buildings, such as apartment complexes.
Revisions to Prior Period: None
Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement
Notes: Data Compiled 8/2/2019

8d. Housing Bridge Subsidy Program: Applications

Measure	April - June 2019	January – March 2019
Applications Received During Period	28	29
Point of Contact for Applications Received	*CMHCs: 11; NHH: 14; Other: 1*	*CMHCs: 22; NHH: 5; Other: 1*
Applications Approved	14	14
Applications Denied	0	0
Denial Reasons	*NA*	*NA*
Total Applications in Process at End of Period	**74**	**60**

Revisions to Prior Period: Applications in Process at End of Period was incorrectly tallied.
Data Source: Bureau of Mental Health Services
Notes: Data Compiled 8/2/2019

8e. Housing Bridge Subsidy Program: Terminations

Type and Reason	April - June 2019	January – March 2019
Terminations – DHHS Initiated	*0*	*1*
Over Income	*NA*	*1*
Exited Program – Client Related Activity	*26*	*30*
Voucher Received	*11*	*9*
Deceased	*0*	*1*
Over Income	*0*	*0*
Moved Out of State	*5*	*0*
Declined Subsidy at Recertification	*7*	*15*
Higher Level of Care Accessed	*1*	*1*
Other Subsidy Provided	*0*	*2*
Moved in with family	*2*	*2*
Total	***26***	***32***

Revisions to Prior Period: The number of individuals receiving vouchers, and the number declining subsidy at recertification, were incorrectly reported to the Department by external partnering agencies.
Data Source: Bureau of Mental Health Services and Housing Bridge Provider
Notes: Data Compiled 8/2/2019

8f. Housing Bridge Subsidy Program: Application Processing Times

Average Elapsed Time of Application Processing (calendar days)[1]	April - June 2019	January – March 2019
Completed Application to Determination	1	1
Approved Determination to Funding Availability (see waitlist, Table 9b for detail)	1	NA
Referred to Vendor with Funded HB Slot	1	NA
Leased Unit Secured	NA[2]	NA

Data Source: Bureau of Mental Health Services
Notes: Data Compiled 8/2/2019
1. *Elapsed time measure reporting implemented 10/1/18 and applies to any application received on or after that date.*
2. *An individual who had been receiving a PRA811 funded voucher was found to have been over-income and subsequently was moved into an HBSP funded voucher. The property owner had miscalculated the individual's income, and HUD caught the mistake. The individual remained in the unit, only the funding changed.*

9. Housing Bridge Subsidy Program Waitlist: Approved Applications

As of 6/30/2019							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
44	5	3	5	13	2	0	16
As of 3/31/2019							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
31	13	2	0	0	0	1	15

Revisions to Prior Period: The number of days that individuals were waiting was miscalculated.
Data Source: Bureau of Mental Health Services and Housing Bridge Provider
Notes: Data Compiled 8/2/2019.

10. Supported Housing Subsidy Summary

Subsidy		April - June 2019	January – March 2019
		Total subsidies by end of quarter	**Total subsidies by end of quarter**
Housing Bridge Subsidy:	Units Currently Active	365	391
	Individuals Enrolled and Seeking Unit for Bridge Lease	13	11
Section 8 Voucher (NHHFA):	Transitioned from Housing Bridge*	140	133
	Not Previously Receiving Housing Bridge	0	1
811 Units:	PRA	54	47
	Mainstream	14	
Other Permanent Housing Vouchers (HUD, Public Housing, VA)		5	1
Total Supported Housing Subsidies		**591**	**584**

Revisions to Prior Period: Section 8 vouchering was not reported correctly last quarter, see explanation in Table 8.
Data Source: Bureau of Mental Health Services and Housing Bridge Provider
*Notes: Data Compiled 8/2/2019; Section 8 Voucher Not Previously Receiving Housing Bridge are CMHC clients that received a Section 8 Voucher without previously receiving a Housing Bridge subsidy; 811 Units (PRA and Mainstream) are CMHC clients that received a PRA or Mainstream 811 funded unit with or without previously receiving a Housing Bridge subsidy; Other Permanent Housing Vouchers (HUD, Public Housing, VA) are CMHC clients that received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge subsidy. *These counts are cumulative; increasing over time since originally reporting this data within the CMHA Quarterly Data Report.*

11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	April 2019	May 2019	June 2019	April - June 2019	January - March 2019
Unique People Served in Month	256	187	163	517	500
Services Provided by Type					
Case Management	0	0	0	0	0
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Services	19	16	8	43	54
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	58	34	44	136	157
Office-Based Urgent Assessments	37	53	16	106	123
Other	0	0	0	0	0
Peer Support	0	0	0	0	0
Phone Support/Triage	308	423	412	1,143	959
Psychotherapy	0	0	0	0	0
Referral Source					
CMHC Internal	16	33	17	66	63
Emergency Department	0	1	0	1	4
Family	7	17	39	63	38
Friend	7	10	6	23	15
Guardian	13	25	26	64	25
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	20	20	15	55	40
Other	1	5	4	10	4
Police	4	9	7	20	17
Primary Care Provider	7	5	5	17	15
Self	175	289	287	751	589
School	6	9	6	21	10
Crisis Apartment					
Apartment Admissions	31	25	24	80	85
Apartment Bed Days	121	107	91	319	332
Apartment Average Length of Stay	3.9	4.3	3.8	4.0	3.9
Law Enforcement Involvement	19	27	27	73	79
Hospital Diversions Total	168	156	125	449	522

Revisions to Prior Period: None
Data Source: Riverbend CMHC submitted report.
Notes: Data Compiled 7/29/2019; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	April 2019	May 2019	June 2019	April - June 2019	January - March 2019
Unique People Served in Month	304	299	276	714	700
Services Provided by Type					
Case Management	31	34	25	90	132
Crisis Apartment Service	16	4	8	28	26
Crisis Intervention Service	86	32	26	144	113
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	105	113	101	319	283
Office-Based Urgent Assessments	24	24	17	65	65
Other	290	285	258	833	793
Peer Support	67	31	14	112	0
Phone Support/Triage	634	616	545	1,795	1,520
Psychotherapy	4	1	3	8	1
Referral Source					
CMHC Internal	11	8	4	23	30
Emergency Department	0	0	2	2	2
Family	50	73	45	168	151
Friend	9	4	2	15	18
Guardian	10	13	6	29	25
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	20	8	8	36	33
Other	46	42	35	123	128
Police	86	116	118	320	210
Primary Care Provider	18	25	15	58	51
Self	123	112	126	361	433
School	0	0	0	0	0
Crisis Apartment					
Apartment Admissions	8	2	5	15	13
Apartment Bed Days	25	8	13	46	42
Apartment Average Length of Stay	3.1	4.0	2.6	3.1	3.2
Law Enforcement Involvement	86	116	118	320	210
Hospital Diversion Total	389	420	376	1,185	1,120

Revisions to Prior Period: None
Data Source: Phoenix 2
Notes: Data Compiled 7/29/2019; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11c. Mobile Crisis Services and Supports for Adults: Harbor Homes

Measure	April 2019	May 2019	June 2019	April - June 2019	January - March 2019
Unique People Served in Month	205	150	147	419	561
Services Provided by Type					
Case Management	125	87	67	279	405
Crisis Apartment Service	117	83	95	295	268
Crisis Intervention Services	0	0	0	0	0
ED Based Assessment	19	9	5	33	44
Medication Appointments or Emergency Medication Appointments	0	0	0	0	1
Mobile Community Assessments	101	66	78	245	434
Office-Based Urgent Assessments	14	9	6	29	19
Other	0	0	0	0	0
Peer Support	124	93	85	302	340
Phone Support/Triage	229	149	144	522	764
Psychotherapy	17	12	16	45	50
Referral Source					
CMHC Internal	29	15	14	58	100
Emergency Department	20	7	4	31	41
Family	19	19	14	52	50
Friend	4	6	6	16	14
Guardian	0	0	0	0	1
MCT Hospitalization	0	0	0	0	1
Mental Health Provider	16	1	3	20	98
Other	135	69	82	286	393
Police	13	2	5	20	7
Primary Care Provider	4	4	0	8	4
Self	69	67	64	200	218
Schools	20	14	4	38	47
Crisis Apartment					
Apartment Admissions	20	13	18	51	38
Apartment Bed Days	99	76	74	249	222
Apartment Average Length of Stay	4.9	5.9	4.1	4.9	5.8
Law Enforcement Involvement	0	0	0	0	4
Hospital Diversion Total	314	198	192	704	1,139

Revisions to Prior Period: None
Data Source: Harbor Homes submitted data
Notes: Data Compiled 7/29/2019; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.